From: James Poplar

To: 'microsoft.atr(a)usdoj.gov'

Date: 1/23/02 3:52pm **Subject:** Microsoft Settlement

There is no competition in an environment given by our current state of business with Microsoft. As a security researcher, I feel that were some company's take responsibility for issues with their software, Microsoft is such a clunky beast it feels it should not care. I would imagine that if business goes on like usual, this will not change.

The practices of the Microsoft company upset me to no end, and the list of abuses I cannot even begin to describe due to the horrific amount that I would have to type before you.

...Fixing the online poll to favor .net technology on ZDNet was a recent on that sickened me.

- ...Slandering the open source community was another.
- ...The hostile attitude toward open disclosure for security violations in software is another one.
- ...Forcing the market to comply with the pitiful and poorly coded protocols is another. (UPnP, PPPTP)

I would like to see Microsoft answer for what they have done to the market and the consumers. I feel that something should be done, to make the computing community advance, like force peer review of Microsoft's code, force Microsoft to accept liability for security as well as faulty software, and to educate their programmers in better programming techniques. If I were to code the way they have in the past, I would most likely be caught in a lawsuit myself. It angers me that Microsoft has no liability when it is evident they indeed KNOW about problems and treat them like PR problems and nothing more.

The internet appliance from Compaq is a grand example of their lack of commitment to their consumers, and the rash of .net passport problems is another. I have heard time and time again MSN Internet Access horror stories, and I am sick and tired of people feeling helpless in the face of Microsoft simply because of the size of the company and the ease they seem to "always get away with murder".

This is my feeling on the subject, and I do NOT want Microsoft giving software to schools, as that has the opposite effect that people seem to think it has. GIVING software to schools increases the consumer base, and again makes Microsoft net more customers. After all, if you have been using an OS or software suite through school, what will you use when you finally leave said institution? Thank you.

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